BOOKING CONDITIONS – SCANDINAVIA (NORWAY, SWEDEN, DENMARK and FINLAND)

Important Notice to Guests:

You are viewing the Booking Conditions applicable to cruises with Celebrity Cruises (and any related goods and services booked through Royal Caribbean Group). These Booking Conditions are applicable only to guests whose Primary Country of Residence is in Norway, Sweden, Denmark or Finland ("Scandinavia"). If your Primary Country of Residence is not in a Scandinavian country, then please visit https://www.celebritycruises.com/guest-terms to determine the Booking Conditions that apply to you.

"Primary Country of Residence" means the country where you primarily reside at the time of booking the cruise. This should be indicated by you, your agent, or other representative at the time of booking the cruise or at online check-in.

These Booking Conditions are governed by the laws of your Primary Country of Residence in Scandinavia, and any claims or disputes must be resolved by alternative dispute resolution or under the laws and exclusive jurisdiction of the Courts of your Primary Country of Residence in Scandinavia.

If you have any questions about which Booking Conditions apply to your booking (or any related goods and services), please speak to your travel agent or your local Celebrity Cruises representative.

The following Booking Conditions together with our General Information and the Guest Conduct Policy available at www.celebritycruises.com form the basis of your contract. All bookings are subject to these booking conditions. In the event of any inconsistency, these Booking Conditions shall prevail unless we notify you otherwise.

Where you make a booking directly with us, the parties to the contract are yourself and either Celebrity Cruises Inc. of Miami, Florida or RCL Cruises Ltd. who shall accept legal responsibility for the proper performance of this contract as set out below, depending on which of those entities will be operating the cruise ship ("Vessel") on which you sail (the "Carrier").

"Carrier" shall include: (i) the Vessel, or any substituted ship; its launches or crafts (ii) the Vessel's operator, owner, manager and charterer; and (iii) with respect to the Land Tour portion of any CruiseTour, the operator of that Land Tour ("LTO"). The exclusions and limitations of liability of Carrier set forth in the provisions of this Ticket Contract, as well as all rights, defenses and immunities set forth herein, shall also apply to and be for the benefit of certain designated third party beneficiaries which include the parent, subsidiary, affiliate, and successor companies and assigns of all the entities identified in this Section; the officers, directors, employees, agents, crew and pilots of all the entities identified in this Section, and any agents, independent contractors, and all concessionaires, physicians and medical personnel, retail shop personnel, health and beauty staff, fitness staff, shore excursion providers, tour operators, shipbuilders, manufacturers and designers of the Vessel or Transport, and/or installers of all component parts, launches, appurtenances, craft or facilities,

whether provided at sea or on shore, belonging to the Vessel or any substituted ship or Transport, or owned or operated by its owners, operators, managers, agents, charterers, contractors, concessionaires or others; as well as owners and operators of all shoreside properties at which the Vessel or any substituted ship or the Transport may call.

You will be advised of the relevant contracting party at the time of booking and/or in our confirmation invoice. In these Booking Conditions, 'you' and 'your' means all persons named on a booking and 'we', 'us', 'ourselves' and 'Celebrity Cruises' means either Celebrity Cruises Inc. or RCL Cruises Ltd trading as 'Celebrity Cruises' as will be determined as being the Carrier under these Booking Conditions. RCL Cruises Ltd. is a UK registered subsidiary company and UK sales and marketing agent of Royal Caribbean Cruises Ltd. Your local booking office is RCL Cruises Ltd trading as Celebrity Cruises, with address at Building 7, The Heights, Brooklands, Weybridge, Surrey, KT13 0XW.

If you book a Celebrity Cruises® cruise-only holiday, fly cruise holiday or build your own package with us, you can have the peace of mind in knowing that we shall have responsibility for the proper performance of all aspects of your holiday.

If you book an Celebrity Cruises® cruise-only holiday in conjunction with other services (such as flights, on-shore accommodation and/or ground transfers) which are arranged or provided by a travel agent or tour operator ('travel organiser') with whom you book and not provided by us, your contract for your entire holiday including the cruise and all other such services and arrangements will be with your travel organiser and not with us. The travel organiser's own Booking Conditions will apply to your contract. Please ensure you obtain a copy of these from your travel organiser before or at the time of booking. Please note we do not have any liability to you in these circumstances. However, in the event we are found liable to you on any basis, our liability and/or obligations to you or your organiser will be no greater or different to the liability and obligations we have under these Booking Conditions to consumers who have a contract with us. In any such situation we will be fully entitled to rely on all defences, exclusions and limitations contained in the Booking Conditions set out below.

Please note: if you have booked one of our cruises to the Galapagos Islands onboard Celebrity Xpedition® Class ships the tour operator of the part of the cruise holiday that starts in Quito is Islas Galapagos Turismo y Vapores C.A. ('IGTV'), an Ecuador company, and that company will also be a party to your contract along with Celebrity Cruises Inc. If you purchase one of our standard fly/cruise packages, build your own package via our website or purchase simply a cruise only holiday from us, you have the peace of mind in knowing that we shall have responsibility for the cruise element and all other aspects of your holiday that we have organised for you. If you book a cruise-only holiday in conjunction with other services (such as flights, on-shore accommodation and/or ground transfers) which are arranged or provided by a travel agent or tour operator ('travel organiser') with whom you book (and not us), your contract for your entire holiday including the cruise and all other such services and arrangements will be with your travel organiser and not with us. The travel organiser's own booking conditions will apply to your contract. Please ensure you obtain a copy of these from your travel organiser before or at the time of booking. For the avoidance of doubt, where your travel agent makes all the arrangements for you and such arrangements involve services supplied by suppliers other than ourselves we will not have any contractual liability to you in these circumstances. However, in the event we are found liable to you on any basis, our liability and/or obligations to you or your organiser will be no greater or different to the liability and obligations we have under these booking conditions to consumers who have a contract with us. In any such situation we will be fully entitled to rely on all defences, exclusions and limitations contained in the booking conditions.

We have additional measures and Supplementary Terms and Conditions in relation to COVID-19. These detail our health screening and testing processes before you sail to ensure that you do not have COVID-19. You must participate in and follow the processes we put in place, including health screening and testing, to prevent the spread of COVID-19 onboard. We have enhanced sanitation onboard and have made changes so that you can social distance onboard. This may mean that some facilities and restaurants are not open at full capacity or may change from time to time. You will be required to isolate onboard if you contract, or we suspect that you have contracted, COVID-19. You must have travel insurance which covers your medical care, quarantine and repatriation in the event that you contract COVID-19. We will provide a future cruise credit if you have symptoms of COVID-19 before you sail. We may refund all or part of your cruise fare if you test positive for COVID-19 during the sailing. Governments and public authorities continue to develop their policies and change their rules. Our own processes and procedures change in line with those policies. This means we may need to make changes to your sailing and/or what we require of you before and during your sailing with us. You must comply with our Guest Health, Safety and Conduct Policy (also called 'Guest Conduct Policy') while onboard. Please also take note of our Refusal to Transport Policy. We have published an update to our Privacy Policy which details how we will use your personal data as part of the additional steps we are taking in relation to COVID-19. Please be aware that we will collect and use personal information, including health information, in connection with these measures, and may disclose it to health or port authorities, if required.

EEA Guests:

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302 as enacted into Norwegian law. Therefore, all bookings will benefit from all EU rights applying to packages pursuant to the applicable law in force at the time of booking. RCL Cruises Ltd will be fully responsible for the proper performance of the package as a whole. Additionally, as required by law, RCL Cruises Ltd has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

Key rights under Directive (EU) 2015/2302 shall be available for your review at

https://www.celebritycruises.com/no/eu-package-notice/key-rights

General

Should you need to contact us in connection with your trip, our contact details are:

RCL Cruises Ltd

Postboks 114, Lilleaker

NO-0216 Oslo

Telephone number Direct guests:

Norway: + 47 22 51 37 90

Sweden: +46 (0)200 88 0155

Denmark and Iceland: +45 80 25 32 52

Finland and Baltics: +358 20 386 386

Telephone number Travel Partners:

Norway: + 47 22 51 37 80

Sweden: +46 (0)8 22 54 00

Denmark and Iceland: +45 33 12 76 00

Finland and Baltics: +358 20 386 386

E-mail infono@rccl.com

Guest Conduct Policy

It shall be a condition of boarding and remaining on board any of our ships that all guests throughout their stay comply with our Guest Conduct Policy. The Guest Conduct Policy is designed to ensure that all guests are able to participate in a safe and enjoyable cruise vacation and, as such, the Guest Conduct Policy sets forth standards of conduct for guests to follow throughout their cruise vacation, including transfers to and from ships, inside terminals, while on board, at ports of call, during shore excursions and our private destinations.

Please review the Guest Conduct Policy before departure.

Booking Conditions

1. **How do I book my cruise?**

Contact our Reservations Department on Norway: + 47 22 51 37 90, Sweden: +46 (0)200 88 0155, Denmark and Iceland: +45 80 25 32 52, Finland and Baltics: +358 20 386 386 or your travel agent to book your cruise.

You can also book online at www.celebritycruises.no/se/dk/fi.

If you book a "Guarantee" cabin it means that you will pay a lower price for the category of room you select. However, your room number won't be confirmed at the time of booking, but a little later on – this happens between full payment being made and before the sailing departs. *Note, the Guarantee cabins are excluded from the existing promotion.*

What is a "Guarantee" (GTY) booking?

We may (at our discretion) offer you the option of making a 'Guarantee' (GTY) booking. This means you may book a stateroom of a guaranteed minimum category type, (specified by us prior to booking) on your chosen ship. However, the exact location of the stateroom on the ship will be allocated by us (at our discretion) and at any time up until checking in at the Port. Once your GTY stateroom has been allocated to you, we are unable to accept any changes requested by you. The benefits to you of a GTY stateroom are that, after your booking has been confirmed, we may (at our discretion) upgrade your stateroom to one of a superior category to that originally booked at no extra charge to you. In any event, you are 'guaranteed' the minimum category of stateroom we agree to offer at the time of booking. The stateroom we allocate will be suitable for the number of guests occupying it and this may mean you are allocated a room with upper berths which are accessed by a ladder. Upper berths may only be used by guests over 6 years old so GTY staterooms are not recommended for young families. If you have a specific requirement regarding your stateroom, or stateroom location, or are travelling with family or friends (especially children) you want to be near, then we suggest you do not book a GTY. At times, we may offer promotional GTY offers. Such promotional GTY categories are defined as follows: WS – Suite Guarantee* XB – Ocean View Balcony Guarantee XN – Neighborhood Balcony Guarantee YO – Ocean View Guarantee ZI – Interior Guarantee * – Suite layouts and benefits vary by category. We may allocate you an entry level suite without a balcony and/or which does not include the same benefits as a higher grade Please note: If you book 2 or more cruises to be taken back to back and either one or all cruises are booked under a GTY basis, there is the possibility that you will be allocated different staterooms on each cruise, therefore necessitating the need to move between staterooms on the changeover day between your back to back cruises.

2. **How will my holiday be confirmed?**

When booking a cruise, you will have a 3-day money-back guarantee*. Please note, however, that you are not entitled to this if the trip is booked less than 42 days prior to departure. Booking Offer Details will be sent to you by e-mail. When you want to confirm your cruise booking, this is done over the phone or with your travel agent.

When confirming the cruise, please make sure that all names provided are in accordance with the names on the passport. When confirming the cruise, you must pay us or your travel agent a deposit of NOK/SEK/DKK 2,000, EUR 100 per person for a standard stateroom OR 10% of the cruise fare if booking a Suite + possible cancellation protection of NOK/SEK/DKK 300 per person**. If this is not paid within the deadline stated in the Booking Offer Details, the booking will be automatically cancelled. Our cruise prices change according to supply and demand and unfortunately, we are not able to guarantee the same cruise price, if payment is not made on time.

After you have paid your deposit + possible cancellation protection, we will send you a Confirmation Invoice. This applies when paying "your" balance (you will only receive this one invoice from us). Always ask for a copy of the confirmation. The confirmation provides details

about your cruise and any flights, as well as the amount to pay. If you book flights in addition to the cruise, these must be paid in full at the time of booking.

NB! Please ensure that all the details are correct when confirming your cruise. Refer to section 13 for any changes after confirmation.

*When booking a cruise on our website a 3-day money-back guarantee do not apply, cancellation and amendment charges may apply. When amending / cancelling a cruise booked on our website, refer to sections 9 and 13.

**When booking a cruise in currency EUR cancellation protection are included.

3. Discounts and offers

Since we have offices around the world, we operate with special offers in different markets. Therefore, please note that offers are reserved for certain countries / markets, and therefore, that you must ensure that the offer is valid for the country through which you book your trip. Furthermore, it is not possible to combine some discounts with other discount schemes.

4. When do I pay?

When you confirm your cruise, you must pay a deposit of NOK/SEK/DKK 2,000, EUR 100 per person, or 10% of the cruise fare if booking a Suite; please refer also to section 2. When booking more than 42 (Norway, Denmark and Iceland), 35 (Finland and Baltics) and 30 (Sweden) days prior to departure, your deposit must be paid within three days. If your deposit is not paid within the set time limit, your trip will be cancelled.

The balance is due 42 (Norway, Denmark and Iceland), 35 (Finland and Baltics) and 30 (Sweden) days prior to departure.

If you book within 42 (Norway, Denmark and Iceland), 35 (Finland and Baltics) and 30 (Sweden) days of departure, you must pay the total holiday cost by credit card / bankaxept within 24 hours. In the latter case, payment may be made by credit card to RCL Cruises Ltd. on tel. no. Norway: + 47 22 51 37 90, Sweden: +46 (0)200 88 0155, Denmark and Iceland: +45 80 25 32 52 or Finland and Baltics: +358 20 386 386

In case of amendments to third party terms, different payment deadlines may occur.

If you use a credit card or debit card to pay us directly for your cruise, please be aware that we may process the transaction through a bank in the US, and that your card issuer may choose to charge you a foreign processing fee. We advise you to check the terms and conditions of such foreign transactions with your card issuer in advance of making a payment to us. The following credit cards are accepted: Visa, Mastercard and American Express. Tickets may only be sent when the booking has been registered as fully paid to RCL Cruises Ltd.

5. What does the price include?

Most of the prices quoted are per person in NOK/SEK/DKK/EUR when two people share the most affordable stateroom category. The following are generally included in the cruise price;

full board accommodation on board ship, entertainment and most activities on board, service charges for stateroom and restaurant staff, as well as relevant taxes. A charge may be made for certain activities. Unless otherwise agreed, the following are not included in the price: Flights to and from the destination, excursions, meals in special restaurants and personal expenses (for example, on board drinks, laundry charges, health and beauty treatments, hairdressing, telephone calls, internet, etc.), hotel accommodation and meals onshore, transport (unless otherwise stated), travel insurance and anything else which is not specifically mentioned as being included in the price.

The prices shown in this brochure show 'from' prices. Fly/cruise package pricing is based on the lowest fares available at the time of going to print from a local departure airport (which may be a regional airports and/or indirect flights). Please contact your Personal Cruise Specialist or your travel agent for further details. The 'from' prices are calculated using the lowest stateroom category available and this pricing may not be available on all sail dates shown. Prices will vary by ship, itinerary, sailing dates, stateroom category and additionally departure airport if you purchase a standard fly/cruise package. Prices may change at any time, please either contact your travel agent or your Personal Cruise Specialist directly. Please note that we operate a live pricing model which means that the prices of our cruises, flights, hotels and transfers change on a regular basis, according to supply and demand.

Will the price change?

We reserve the right to increase or decrease the prices of unsold holidays at any time. The price of your chosen holiday will be confirmed in accordance with section 1.2 above. Once the price of your chosen holiday has been confirmed at the time of booking, then subject to the correction of errors, we will only increase or decrease the price in the following circumstances. If transportation costs or dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports increase or decrease or our costs increase or decrease as a result of any adverse or favorable changes in the exchange rates which have been used to calculate the cost of your holiday. Even in the above cases, only if the amount of the increase in our costs exceeds 2% of the total cost of your holiday (excluding any amendment charges), will we levy a surcharge. If any surcharge is greater than 8% of the cost of your holiday (excluding any amendment charges) and we advise you in writing no later than 20 days prior to the start of your holiday, you will be entitled to choose one of options (a), (b) and (c) as set out in section 5.5 below. You have 14 days from the issue date printed on the surcharge invoice to tell us if you want to choose option (b) or (c) as set out in section 5.5 below failing which we shall deem you to have accepted the change and will invoice you accordingly for such additional costs and indicate the time period to make such additional payment. If you do not tell us that you wish to choose either of these options within this period of time, we are entitled to assume that you do not wish to do so and will pay the surcharge. Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of the issue date printed on the surcharge invoice, whichever is the later. We promise not to levy a surcharge within 30 days of the start of your holiday. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday due to contractual and other protection in place. A refund will only be payable if the decrease in our costs exceeds 2% as set out above. Where a refund is due, we will pay you the full amount of the decrease in our costs. We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error. Please note, changes and errors occasionally occur. You must

check the price of your chosen holiday at the time of booking. Please note any changes you make to your booking may result in a change in price explained below.

Will I need travel insurance?

Yes. All guests should ensure they have appropriate personal travel and medical insurance before departure. This must include as a minimum, cover for the cost of cancellation by yourself and the cost of assistance including repatriation in the event of accident or illness, emergency medical treatment and medications. It is your responsibility to make sure that the insurance you purchase is suitable and adequate for your particular needs and to purchase additional or alternative insurance if required. We would strongly recommend that you contact your travel agent or an independent insurance broker for details of suitable policies. Please see your Confirmation Invoice for further details of our recommended insurance broker.

6. **Are there any age restrictions?**

The minimum age for infants to sail is six (6) months. On routes such as transatlantic, Hawaii and certain other sailings, infants must be at least twelve (12) months in order to travel. The same applies for any cruise that has 3 or more consecutive days at sea. The age is calculated from the first day of the cruise.

On our ships which are sailing from ports in Europe, Asia, South America, Australia or New Zealand, no person under eighteen (18) may sail on any cruise holiday or have a stateroom on his or her own, unless accompanied by a parent, a legal guardian or authorised person who is over the age of eighteen (18). If guests under the age of eighteen (18) are travelling with parents /legal guardians, they must have a stateroom next door to or directly opposite each other. Similar rules apply to our cruises in North America, but the age limit here is twenty-one (21). All minors who are under the age of eighteen at the start of the sailing and who are not travelling with at least one of their parents or a legal guardian, will only have the opportunity to board the ship and complete the cruise if he/she is accompanied by one or more persons over the age of 21 (applies to North America) or the age of 18 (applies to Europe, Asia, Australia and South America) who have been authorised by the minor's parents or a legal guardian to accompany the minor (refer to section 7 for details and the required documentation). If a letter of authorisation cannot be presented, the minor(s) will not be given the opportunity to board the ship or complete the cruise. We are not responsible and grant no compensation for any costs, expenses or losses suffered as a result either by the minor affected, person(s) who pay for the cruise (if this is not the minor him/herself), or any person travelling with the minor who decide not to continue with the cruise as a result of the failure to produce a letter of authorisation as described above. Individual staterooms may be booked by married couples whose minimum age is eighteen (a marriage certificate must be presented at the time of booking), when one of them has turned 21 on departure.

There is an age limit for certain facilities on board. Full details of onboard facilities with age restrictions are contained within Cruise Compass, which is available from the Guest Relations Desk.

7. **What about children who are travelling without parents or legal guardian or children who have a different surname to their parents or legal guardian?**

If a child under the age of eighteen is travelling with one of their parents and has a different surname, a birth certificate must be presented as proof of parenthood. Minors travelling with an adult(s) who is not the parent or legal guardian shall be required to present the minor's valid passport (and any visa), a signed authorisation from one of the child's parents that the child has permission to travel with his/her travel companion, a copy of the parent's valid passport and a birth certificate. The letter of authorisation must be notarised by a Norwegian District Court or by the Office of the City Recorder in Oslo (https://www.domstol.no/no/Andre-arend-i-domstolen/notarialbekreftelse/). Please note: The notarised letter of authorisation must include confirmation that medical treatment may be administered to the minor, if a situation should arise and a doctor is of the opinion that such treatment must be carried out without delay. NB! These rules also apply when the child is travelling with relatives or friends. Proof of guardianship is also required for a child travelling with foster parents/legal guardian. All documents must be written in English and be brought to check-in at the port on the day of departure.

* A letter of confirmation may be printed out here or by calling us by phone at Norway: + 47 22 51 37 90, Sweden: +46 (0)200 88 0155, Denmark and Iceland: +45 80 25 32 52 or Finland and Baltics: +358 20 386 386.

8. For those who are pregnant or have special needs:

Celebrity Cruises cannot accept guests who will have entered their 24th week of pregnancy by the beginning of, or at any time during the cruise or cruise-tour. Guests will be required to sign a Public Health Questionnaire which has a newly added statement that the guest is not 24 weeks or entering their 24th week of pregnancy during the cruise.

If you have special needs, we request that you provide us with the necessary information about these. Based on the information we receive from you, we will consider whether the booked trip can be completed in a safe or operationally feasible manner. If we consider that due to your needs, your trip cannot be completed in a safe or operationally feasible manner, we will contact you as soon as possible to explain our assessments and discuss the consequences of these. All travelers who are considering booking a cruise with RCL Cruises Ltd., may contact us in advance to discuss any special needs. We can then, on a general basis, assess whether it will be possible to complete the relevant cruise in a safe or operationally feasible manner. Sensitive personal data will be treated as strictly confidential.

9. What rules apply to cancellation and transfer of the trip?

9.1 Cancellation fee

You may at any time prior to departure cancel your cruise in return for payment of a cancellation fee in accordance with guidelines in this section 9. If you want to cancel your cruise, you must inform us or your travel agent immediately. Cancellation must be done by either email to infono@rccl.com or by phone to:

Norway: + 47 22 51 37 80

Sweden: +46 (0)8 22 54 00

Denmark and Iceland: +45 33 12 76 00

Finland and Baltics: +358 20 386 386

If you booked with a Travel partner, you must cancel through your Travel partner. The following conditions apply to cancellation: The cancellation cost per person for the cruise itself:

Norway and Denmark:

- Cancellation 14 days or less before departure: 100% of the cruise fare of the trip*
- Cancellation between 15 and 41 days before departure: Deposit per person NOK/DKK 2,000*
- Cancellation 42 days or more before departure: NOK/DKK 500 per person*

Sweden:

- Cancellation 8 days or less before departure: 100% of the cruise fare of the trip*
- Cancellation between 9 and 15 days before departure: 50% of the fare paid
- Cancellation between 15 and 30 days before departure: 25% of the fare paid
- Cancellation 31 days or more before departure: SEK 500 per person*

Finland and Baltics:

- Cancellation 2 days or less before departure: 100% of the cruise fare of the trip*
- Cancellation between 3 and 13 days before departure: 50% of the fare paid
- Cancellation between 14 and 29 days before departure: 100EUR per person
- Cancellation 30 days or more before departure: 50EUR per person

Iceland:

- Cancellation 3 days or less before departure: 100% of the cruise fare of the trip*
- Cancellation between 4 and 14 days before departure: 50% of the fare paid
- Cancellation between 15 and 41days before departure: 100EUR per person
- Cancellation 42 days or more before departure: 50EUR per person

Separate conditions apply to cancellation of flights. Please contact us for further information.

We will repay any refunds without undue delay and no later than 14 days after the trip has been cancelled.

*If one of the guests in a stateroom cancel, and the other guest chooses to travel alone, an additional charge must be paid for a single stateroom. This also applies to cancellations from one or more people in a multi-berth stateroom, or if you cancel certain of the trip (flights,

hotel) included in a package deal. Please note: The person who cancels must follow the normal cancellation policy.

The start of the trip is calculated from the first booked element. For example, if a flight to the port of departure has been booked through RCL Cruises Ltd., the start of the cruise is calculated from the flight departure time.

9.2 Cancellation without a fee

You may cancel your trip without a fee if the cancellation is due to unavoidable and extraordinary circumstances in connection with the destination, that significantly affect implementation of the package tour or the transport of the travelers. In case of cancellation due to such unavoidable and extraordinary circumstances, you will be entitled to a refund of your package price. Any refund will be payable within 14 days. You will not be entitled to claim compensation, refer to section 17 regarding this.

9.3 Transfer of the cruise

You may transfer your cruise to another traveller who meets all the conditions necessary to participate in the cruise, e.g., age requirements, visa and health. You must pay the costs the transfer entails. Transfer of a cruise will usually incur an administration fee of NOK 250. If the amendment includes flights, additional charges may apply. Documentation of the costs is available on request.

The right to transfer your cruise only applies if you inform us or your travel agent of the transfer on a durable medium, within a reasonable before departure. Notice of transfer no later than seven days before departure will be deemed reasonable.

10. Assist Card- Vacation Protection Plan

ASSIST CARD Global cruise coverage program is a vacation protection plan that can be purchased online at https://www.assistcard.com. Please refer to the collateral or online document for the terms and conditions of the "Covered Reasons" coverage. The "Any Reason" cancellation provides future cruise credits equal to 75% of the cancellation charge should a guest cancel for a reason not covered by the ASSIST CARD Global cruise coverage program. ASSIST CARD coverage can be purchased at any time from deposit, up to and including final cruise payment. Guests who purchase the coverage after the final cruise payment date are not eligible to receive the "Any Reason" cancellation coverage. For late bookings, ASSIST CARD Global cruise coverage cannot be added within 72 hours prior to sailing regardless of the final payment date falls within this time frame. The plan cost is fully refundable only if cancelled outside of Celebrity Cruises and Royal Caribbean International published cancellation period.
For more information, please visit https://www.assistcard.com (or call Assist Card directly).

11. What are the passport and visa requirements for my holiday?

Contact relevant embassies, your travel agent or RCL Cruises Ltd. in good time before your departure for information on what passport and visa requirements apply to the countries you will be visiting on your cruise. You will find information on visa at celebritycruises.no/se/dk/com –Visa requirements may change, and it is the sole responsibility of each guest to ensure that he or she has the correct documentation to

complete the trip. We advise applying for a visa in good time before departure as there may be waiting time.

All guests must have a valid passport, no matter what cruise they are going on with RCL Cruises Ltd. This also applies to our cruises that depart from Scandinavia. The requirement for period of validity on the passport depends on the destination, but we advice that your passport is valid for six months after the end of the trip. Emergency passports are not accepted as a substitute for ordinary passports. Students living in the US must be able to present valid documents showing that they are students at an American educational institution. The document must be in an original form (I-20- or DS-2019-form). On 2 April 2004, the US authorities informed that from 30 September 2004 they would be extending the US-VISIT programme's arrival and departure routines to apply to all travellers, also those travelling under the Visa Waiver Programme (VWP). This means that travellers arriving in the US are photographed digitally and a digital scan is made of their fingerprints. From 12 January 2009, people from all countries that are members of the US Visa Waiver Programme must register online before departure. Electronic System for Travel Authorization (ESTA) is the name of the visa programme's new system. Please contact RCL Cruises Ltd., your travel agent or the US Embassy for more information. Please note: This information may be amended; therefore, you must check that the information is still correct in good time before departure.

The name on the ticket must agree with the name on the passport. If not, you may be refused to board the flight/ship. We regret having to disclaim any liability if you are refused access to a flight or entry into a country or are otherwise experiencing any difficulties or expenses as a a result of your passport not being approved or you not having the required visa. Some port authorities may sometimes require that you show a photo ID when you leave the ship during the cruise. To avoid any problems, we advise that you take a copy of your passport with you on the trip, in addition to your original passport, and take this copy with you each time you leave the ship. NB! Visa requirements may be changed at short notice.

12. **Flights in connection with the cruise.** If your flights are not organised by RCL Cruises Ltd., the flights are not part of the package deal and will therefore not be covered by the rights that apply to package tours. If RCL Cruises Ltd. is responsible for a "compound travel arrangement" in accordance with the Package Travel Act, we will inform you of this. You are solely responsible for having plenty of time between the flight and the cruise both on departure and the return journey.If you have booked your flights through RCL Cruises Ltd., the flights will be part of the package tour and for the whole trip you will be covered by the rights that apply to package tours. If for reasons caused by RCL Cruises Ltd. you do not make a flight, you must contact our representative at the airport. If a representative is not present, call 001 8002566649 (the number is also printed on the travel documents). This service is manned by English-speaking personnel. Any changes to your flights must be done in cooperation with RCL Cruises Ltd. (we are not responsible for tickets you yourself have purchased). In case of cancellation of flights, RCL Cruises Ltd. reserves the right to change to a different itinerary and airline company.
13. **Can I make changes to my booking after it has been confirmed?**

You may change your booking after it has been confirmed for a fee, provided that there are berths available in the stateroom category and on the cruise to which you want to change. The following conditions apply to changes:

- Changes involving a change departure date, ship, stateroom category, the length of journey or change to today's price may be made up to due 42 (Norway, Denmark and

Iceland), 35 (Finland and Baltics) and 30 (Sweden) days prior to departure for an administration fee of NOK/SEK/DKK 250, 30EUR per person. An airline charge may also be incurred. In case of changes in flight details (time, air route, airline, name, etc.), in addition to a possible airline charge, an administration fee of NOK/SEK/DKK 250, 30EUR per person will be payable to RCL Cruises Ltd.

- If similar changes are made no later than 42 (Norway, Denmark and Iceland), 35 (Finland and Baltics) and 30 (Sweden) days before departure, the change is considered a cancellation and is then treated as a new booking, refer to section 9 for cancellation conditions.

It is important that you contact RCL Cruises Ltd. as soon as possible if you want to make any changes to your trip. You may also contact RCL Cruises Ltd. for more general information regarding change of bookings.

14. What information must I provide to you and why?

From time to time we may be required to collect personal data relating to our guests to pass on to the US Immigration Authorities, airlines and/or other authorised bodies, and such information will be passed on as long as this is permitted under national law. US security regulations require that we pass on certain personal data the US authorities. This information, which we must have received no later than 3 days before departure and is expected to contain exact personal details, including passport number, contact number in emergencies, as well as insurance details. We advise that you register this information by checking in online at www.celebritycruises.com. (You will need your booking number and sailing date). If we already have this information at the time of booking, please ensure that the information is correct. If you do not provide the correct information, or some of the required information is missing, you may be refused entry into the US, on flights or on board the ship. We do not accept any exceptions in this regard and provide no compensation. You will be solely responsible for your transport home should such a situation arise. The standard cancellation policy will apply in such cases.

15. How are complaints and disputes dealt with?

If you believe you have reason to complain about a trip, you must notify us or your travel agent of this without undue delay. Notify the ship's personnel if any issues arise after embarkation. Any complaint must always be submitted in writing to us or your travel agent and must be sent without undue delay. You can send your complaint to RCL Cruises Ltd, Postboks 114, Lilleaker, 0216 Oslo, Norway, by e-mail to custservice.nordic@rccl.com or to your travel agent. RCL Cruises Ltd. then deals with the complaint and sends a written response. We cannot accept complaints that are submitted on behalf of others. The complaint must be written and signed by at least one of the guests in the same booking party.

If we dismiss a complaint after our internal complaint processing, or you are not satisfied with the solution we can offer, you may complain to Norske Reiselivsforum (the Travel Complaint Handling Body) (the Package Tour Appeal Board and the Transport Appeal Board). For more information on the right of appeal and for access to the online complaint portal, please visit:

Norway: Norsk ReiselivsForum at www.reiselivsforum.no/web/

Sweden: Allmänna reklamationsnämnden (ARN) at www.arn.se

Denmark: Pakkerejse-Ankenævnet at www.pakkerejseankenaevnet.dk

Finland: Suomen Kuluttajariitalautakuntaan at www.kuluttajariita.fi/fi/index/valituksenteko

16. Can RCL Cruises Ltd. make changes to my package tour?

16.1.1 The right to change price

RCL Cruises Ltd. reserves the right to increase the price of your package tour, if this is a direct consequence of;

1. a) changes in the price of passenger transport as a result of the price of fuel or other sources of energy,
2. b) changes to the tax level for the travel services included in the contract, and that are imposed by third parties who are not involved directly with implementation of the package tour, or
3. c) exchange rates relevant to the package tour.

You will be informed of any price increase and the reason for this, no later than 20 days before the start of the package tour. If the price increase is more than 8% of the total price of the trip, you will be entitled to cancel the trip without charge.

You will have a similar right to demand a price reduction as a result of the reasons mentioned in letters a) to c) above. In case of any right to a price reduction, RCL Cruises Ltd. will make a deduction for administrations costs.

16.1.2 The right to change the itinerary before the start of the package tour

(I) Change of the itinerary before the start of the package tour means that RCL Cruises Ltd. will not call at one or more of the ports that was previously announced the ship would call at.

(II) RCL Cruises Ltd. cannot guarantee that the ships always call at all the announced ports or follow every part of the announced itinerary and therefore reserve the right to make changes to the itinerary, including in the following cases:

1. a) If RCL Cruises Ltd. considers that the ship's crew and passengers will not be safe if it calls at one or more of the advertised ports. The reasons for this may be inclement weather, war, rebellion, natural disasters, fire, terrorism, demonstrations, infectious disease, riots, accidents, etc., in one or more of the advertised ports.
2. b) If one or more of the advertised ports have operational problems, including port congestion, etc.
3. c) In case of lock-out in one or more of the ports on the itinerary.
4. d) In case of disproportionately high increases in port fees in one or more of the advertised ports.

Should the itinerary be changed due to unavoidable and extraordinary circumstances, you are not entitled to claim compensation, refer to section 17.

III) RCL Cruises Ltd. also makes the reservation that the ship may be chartered before departure and passengers' bookings must be changed or cancelled. In case of changes or cancellation due to chartering, the general provisions of the Package Travel Act apply.

In case of change in the itinerary before the start of the package tour, RCL Cruises Ltd. will seek to remedy the change in itinerary by calling at alternative ports. The alternative ports will, as far as possible, be comparable with the originally advertised ports, and will, as far as possible, be close to the originally advertised route.

16.1.3 The right to change the itinerary before the start of the package tour

(I) Change of the itinerary before the start of the package tour means that RCL Cruises Ltd. will not call at one or more of the ports that it was previously advertised the ship would call at.

(II) RCL Cruises Ltd. cannot guarantee that the ships will always call at the advertised ports or follow every part of the advertised itinerary and therefore reserves the right to make changes to the itinerary in the following cases, among others:

1. a) If RCL Cruises Ltd. considers that the ship's crew and passengers will not be safe if it calls at one or more of the advertised ports. The reasons for this may be inclement weather, war, rebellion, natural disasters, fire, terrorism, demonstrations, infectious disease, riots, accidents, etc., in one or more of the advertised ports.
2. b) If one or more of the advertised ports have operational problems, including port congestion, etc.
3. c) In case of lock-out in one or more of the ports on the itinerary.
4. d) In case of disproportionately high increases in port fees in one or more of the advertised ports.

Should the itinerary be changed due to unavoidable and extraordinary circumstances, you are not entitled to claim compensation, refer to section 17.

In case of change in the itinerary before the start of the package tour, RCL Cruises Ltd. will seek to remedy the change in itinerary by calling at alternative ports. The alternative ports will, as far as possible, be comparable with the originally advertised ports, and will, as far as possible, be close to the originally advertised route.

16.1.4 The right to change arrival and departure times

(I) Due to special circumstances of cruises and sea transport, RCL Cruises Ltd. reserves the right to change arrival and departure times for the advertised ports. Please refer to section 16.1.1 - 16.1.3 above.

17. Can RCL Cruises Ltd. cancel the package tour?

17.1.1 General

RCL Cruises Ltd. may cancel the package tour at any time in accordance with the provisions of the Package Travel Act. Please note that in case of a cancellation as described in sections 17.1.2 and 17.1.3 below, you will not be entitled to claim compensation.

17.1.2 Not enough people have booked the package tour

The package tour may be cancelled if the number of people who have booked on the holiday is lower than the minimum number you have been informed about before your booked the holiday. Notification of cancellation shall be given no later than:

1. a) 20 days before the start of the holiday for trips that last more than 6 days
2. b) 7 days before the start of the holiday for trips that last between 2 to 6 days
3. c) 48 days before the start of the holiday for trips that last less than 2 days

Cancellation due to not enough people having booked the package tour does not entitle you to claim compensation.

17.1.3 Circumstances outside our control

Except where we specifically say otherwise in these terms and conditions, we cannot accept any liability or pay any compensation where your cruise or any other services we have promised to arrange or provide cannot be provided at all, or as promised due to unavoidable and extraordinary circumstances which are outside our control (force majeure).

When we talk about circumstances outside our control, we mean any event which we or the supplier of the in question could not have predicted or avoided even after taking all reasonable care. Such events are likely to include war or the threat of war, other serious security problems, such as acts of terrorists or threats of such acts, significant risks to people's health, such as outbreaks of serious diseases at the destination, or natural disasters, such as floods, earthquakes or adverse weather conditions which make it impossible to make a safe journey to the destination in accordance with the contract and all similar circumstances which are outside our control.

If, as a result of unavoidable and extraordinary circumstances, we cannot return you home from your trip at the agreed time, we will, in accordance with our obligations under the relevant package travel legislation, cover your necessary accommodation for a maximum of 3 days. The aforementioned limitation in coverage of expenses do not apply to pregnant women or people with special needs, provided that we have received information from the relevant guests of their situation no later than 48 hours before departure.

18. What other conditions apply to my holiday?

Airlines, hotels and our other suppliers have their own conditions, which will apply to your holiday. Some of these conditions may limit or exclude the airline or other supplier's liability to you, often in accordance with International Conventions.

19. Travel guarantee?

RCL Cruises Ltd. is a member of the Travel Guarantee Fund in Norway. This means that you will be refunded your money and any guaranteed repatriation, as well as any necessary accommodation pending your transport home, if the holiday has already started and due to insolvency, we are not able to offer you the holiday that was confirmed. RCL Cruises Ltd. has provided a bank guarantee for all Nordic passengers. The telephone number of the Travel Guarantee Fund is (+47) 51 85 99 40 and the address is: Postboks 227 Sentrum, 4001 Stavanger, Norway.

20. What is my responsibility?

It is your responsibility to ensure that you and your travel companions have a valid passports, any required visas and other travel documents. Before boarding and remaining on board our ships, you must also have read our Guest Health Safety and Guest Conduct Policy and booking conditions. The individual guest (parent/guardian if the guest is a minor) is responsible for, and shall replace any damage that the guest may inflict on the ship or its furnishings, equipment or property intentionally or through negligence or neglect.

It is your responsibility that you and your travel companions have a suitable travel insurance for your needs.

The Travel insurance must include cover for cancellation charges, 24-hour emergency medical assistance, cover for medical expenses and medical repatriation.

21. What is RCL Cruises Ltd.'s limitation of liability?

Whilst onboard our ships you may participate in recreational activities. You acknowledge and agree that, by their very nature, the recreational activities that you are participating in can be dangerous with inherent risks, dangers and hazards, and personal injury (and sometimes death) can occur and you agree to assume and accept all risk of personal injury or death which may occur. By using, participating in, engaging, or booking any recreational activity, you accept these risks and agree that Royal Caribbean International®, Carrier, its employees, directors, servants and agents are not liable for any claim by you, your dependents or legal representatives in negligence, breach of contract or statute or statutory duty resulting in personal injury or death, any direct/indirect or consequential loss or damage including without limitation of financial loss (such as loss of profits or use of capital or revenue or otherwise),or for any punitive, exemplary, special or incidental loss or damage.

By using, participating in, engaging, or booking any recreational activities onboard, you acknowledge, agree and understand that the risk warnings contained above constitute a 'risk warning' for the purposes of the relevant legislation.

You acknowledge, agree and understand that Celebrity Cruises® or RCL Cruises Ltd is not responsible in any way for the actions, inaction, omissions, negligence, or wilful or deliberate misconduct, of independent third parties, including, but not limited to, any independent third party suppliers of tenders, shore excursions and/or activities and you agree to assume and accept all risk of personal injury or death which may occur, and hereby waive the right to pursue a claim against Celebrity Cruises® or RCL Cruises Ltd , its employees, directors, agents, contractors and third party operators for any personal injury or death in any way whatsoever arising from such activities. All participants who engage in such recreational activities do so at their own risk. Celebrity Cruises® or RCL Cruises Ltd limit of liability for any shore excursions activities is covered in section 4.6 of these Booking Conditions.

The exclusions and limitations of liability of Carrier set forth in the provisions of this Ticket Contract, as well as all rights, defenses and immunities set forth herein, shall also apply to and be for the benefit of certain designated third party beneficiaries which include the parent, subsidiary, affiliate, and successor companies and assigns of all the entities identified in this Section; the officers, directors, employees, agents, crew and pilots of all the entities identified in this Section, and any agents, independent contractors, and all concessionaires, physicians and medical personnel, retail shop personnel, health and beauty staff, fitness staff, shore

excursion providers, tour operators, shipbuilders, manufacturers and designers of the Vessel or Transport, and/or installers of all component parts, launches, appurtenances, craft or facilities, whether provided at sea or on shore, belonging to the Vessel or any substituted ship or Transport, or owned or operated by its owners, operators, managers, agents, charterers, contractors, concessionaires or others; as well as owners and operators of all shoreside properties at which the Vessel or any substituted ship or the Transport may call.

The provisions of the Convention relating to the Carriage of Passengers and their Luggage by Sea 1974 as supplemented and/or varied by any other applicable legislation from time to time in force including, but not limited to Regulation (EC) No 392/2009 (together 'The Athens Convention') applies to your cruise as well as the process of getting on and/or off the ship. For any claim involving death or personal injury or delay of or loss of or damage to luggage the only liability we have to you is in accordance with The Athens Convention. This means you are not entitled to make any claim against us which is not expressly permitted by The Athens Convention or which is in excess of the limits provided by The Athens Convention. Any claims covered under The Athens Convention must be made within the time limits set out in The Athens Convention. The Athens Convention limits the maximum amount we as the carrier have to pay if found liable in the event of death or personal injury and for claims concerning luggage and valuables. Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is, except as otherwise expressly set out in the Booking Conditions, the most the carrier or hotel keeper concerned would have to pay under the International Convention or Regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air). Please note: Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable International Conventions and Regulations are available from us on request. If you have booked a cruise together with an international flight or regional flight transfer from us – please also see section 3.4 above.

The current maximum limits that apply under the Athens Convention in the event of our liability for death or personal injury caused by a shipping incident is 250,000 SDRs (approximately £237,000) unless such is caused by an act of war, natural phenomenon, civil war, terrorism or any other exception set out in the Athens Convention. Where we are found to have been negligent this limit is increased to 400,000 SDRs (approximately £379,000). The limit of our liability for death and personal injury for non - shipping incidents is limited to 400,000 SDRs (approximately £379,000). In the event of our liability for damage and loss to baggage, where baggage is deposited with the ship, this is limited to 3,375 (approximately £3,200) and for damage and loss to cabin luggage this is limited 2,250 SDRs (approximately £2,100).

22. Shore Excursions and Related Activities

Please note Carrier's COVID-19 Policies and Procedures may impose certain restrictions on shore excursions relating to participation, location, time, eligible venues and persons with whom a guest may come into contact, as well as restrictions on the number of guests going ashore. Guest understands and agrees that Carrier may prohibit Passenger from going ashore in any port of call, and/or limit guests going ashore for health-related reasons in its sole discretion.

The information contained relating to shore excursions on our systems and documentation is correct to the best of our knowledge at the time of issue. Our descriptions may refer to activities that are available in the ports you are visiting. Please note that these excursions are owned and operated by local operators who are independent third parties. We have no responsibility for any such activities, as they are neither run, supervised nor controlled in any way by us. These activities are provided by local operators who are entirely independent of us and we act as the agent for these operators. They do not form any part of your contract with us even where we suggest particular operators/centres and/ or assist you in booking such activities in any way, unless they are expressly booked as part of your package holiday.

Agreements you enter into directly with providers in relation to shore excursions are between you and the local operators, and do not form any part of your contract with us, irrespective of the fact we may provide practical assistance to you in booking such activities or even make the booking on your behalf. Accordingly, we cannot accept any liability, whether in contract, tort or otherwise, in relation to such activities.

Shore excursions may involve or require physical exertion, or involve a degree of risk or danger, and you should carefully consider whether the shore excursion is suitable for you. It is your responsibility to adequately research any shore excursions and/or activities you intend to participate in and make any relevant enquiries of the third-party operators of same to ensure that you are prepared with appropriate attire for the excursion/activity, including any necessary attire for difficult/dangerous terrain, physical exertion for long periods, and/or extremes of weather.

Accordingly, we cannot guarantee that shore excursions are available generally or for guests with disabilities – please contact us or your travel agent for information on specific excursions.

Special arrangements for those guests with reduced mobility or disability may be available on certain shore excursions that have been risk assessed as suitable. For details including any cost consequences for making those special arrangements, please email shorexaccess@celebritycruises.com with details of any special requirements. Where applicable, please also provide wheelchair/scooter dimensions, weight and battery type. Tours involving flights, special events, overland and hotel stays can result in costs to us and may be subject to a cancellation fee

We cannot guarantee and do not make any representations as to the accuracy of any information given by us or local operators in relation to such activities or about the resorts/area/location you are visiting generally (except where this concerns the services which will form part of your contract) or that any particular excursion or activity which does not form part of our contract will take place, or the way in which it will take place, as these services are not under our control.

If you feel that any of the activities mentioned, which are not part of our contract, are vital to the enjoyment of your holiday, write to us immediately and we will tell you the latest known

situation. If we become aware of any material alterations to resorts/area information and or such outside activities, which can reasonably be expected to affect your decision to book a holiday with us, we will pass on this information at the time of the booking, though we cannot guarantee to do so.

Notwithstanding the above, you acknowledge and agree that the very nature of recreational activities on the shore excursion that you are participating in can be dangerous, with inherent risk, dangers and hazards and personal injury (and sometimes death) can occur, and you agree to assume and accept all risks of personal injury or death which may occur. The potential dangers and risks associated with these activities may include but are not limited to difficult and dangerous terrain, physical exertion for long periods, extremes of weather including sudden and unexpected changes and evacuation difficulties in the event of injury.

By using, participating in, engaging, or booking a shore excursion you accept these risks and agree that Celebrity Cruises®, Carrier, its employees, directors, agents, contractors and third party operators are not liable to any claim you, your dependents or legal representatives (except where we have been negligence) for, breach of contract or statute or statutory duty resulting in personal injury or death, any direct/indirect or consequential loss or damage including without limitation of financial loss (such as loss of profits or use of capital or revenue or otherwise),or for any punitive, exemplary, special or incidental loss or damage whether such liability arises in contract, tort , equity, from its supply of the shore excursions.

By using, participating in, engaging, or booking a recreational activity you acknowledge, agree and understand that the risk warnings contained above constitute a 'risk warning' for the purposes of any relevant legislation.

Please Note: any dispute or claim arising out of a shore excursion must be brought against the local excursion operator, however if such dispute or claim is made against a Royal Caribbean contracting entity, it must be resolved by alternative dispute resolution or under the laws and exclusive jurisdiction of the Courts of your Primary Country of Residence in Scandinavia.

Tenders

In some ports the ship will anchor offshore and use smaller boats which hold around 100 people (known as tenders) to transport guests to shore. Guests will go to a tender platform from which you will board the tender. On occasion and due to operational reasons, it is necessary for us to switch from a docked port of call to a tender. Please note that passengers embark, travel in and disembark tenders at their own risk.

The tender services are provided by independent third parties and Royal Caribbean International does not operate, supervise or control them in any way. Accordingly, we cannot guarantee that tenders are available or even suitable for guests generally or whether they are available and suitable for guests with disabilities or reduced mobility. Royal Caribbean International is not liable or responsible for any illness, injury or death of any passenger or for any damage to, or loss of any luggage or other personal possessions of any passenger arising out of or in connection with travelling and alighting on the tenders, as these services are not under our control.

You are required to follow all directions given to you by the staff on the tenders. If you cause damage to the tender or her furnishings, or equipment, or any other property on the tender, or to any other passenger, you shall be fully liable for such damage and indemnify Royal Caribbean International against all costs or claims which arise.

23. General – Contact Information, etc.

We are responsible for ensuring that the travel services set out in the contract are provided in a satisfactory manner and are obliged to provide assistance to guests in difficulty. Unless otherwise stated, the following contact details are used if required, including when requesting assistance in case of difficulties or a complaint against an actual defect during the cruise:

RCL Cruises Ltd

Postboks 114 Lilleaker

NO-0216 Oslo

Telephone number Direct guests:

Norway: + 47 22 51 37 90

Sweden: +46 (0)200 88 0155

Denmark and Iceland: +45 80 25 32 52

Finland and Baltics: +358 20 386 386

Telephone number Travel Partners:

Norway: + 47 22 51 37 80

Sweden: +46 (0)8 22 54 00

Denmark and Iceland: +45 33 12 76 00

Finland and Baltics: +358 20 386 386

E-mail infono@rccl.com

We may charge a reasonable fee equivalent to our actual costs when providing assistance if the difficulties have been caused intentionally or negligently by the guest.

Brochure validity

You must ensure that you are using an up-to-date brochure when you book your holiday. We cannot accept any liability whatsoever for any mistakes and/or any incorrect/inaccurate information which results from the use of an out of date brochure.

What other conditions apply to my holiday?

Airlines, hotels, lodges, rental companies and our other suppliers have their own conditions, which will apply to your holiday, we strongly recommend that you refer to these. Some of these conditions may limit or exclude the airline's or other supplier's liability to you, often in accordance with International Conventions. Copies will be available from our suppliers

Prices and brochure accuracy

Celebrity Cruises policies and procedures are constantly evolving. At the time of printing, all details listed in this brochure were correct. Please note: The information and prices shown in this brochure may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of the brochure and prices at the time of printing, regrettably errors do occasionally occur. You must therefore ensure that you check all details of your chosen holiday with your travel agent, or with us direct, at the time of booking. We shall notify you and seek your consent prior to confirming your booking of any variation in any published booking terms, including changes to your deposit or cost of travel.

Common interest groups and immersion sailings

From time to time we may have various common interest groups onboard attending for example conventions, conferences, seminars, training courses, competitions, tournaments or specialty holidays such as cookery and dancing courses. These groups may take place on the dates when you are sailing with us. While we envisage that this will not affect the overall normal day-to-day operation of the ship, there may be occasions when certain facilities are unavailable to you whilst these groups are on board.

Some sailings are sold by the regional country market for that itinerary in higher numbers, so there may be a large majority of that region's guests on that sailing, such as Celebrity Silhouette® sailings from Southampton, which will be largely sold to the UK and Irish market. These sailings are known as Immersion sailings and this means that the product will be tailored to the local market onboard in terms of language, food and entertainment. However English

language will always be used onboard all of our ships for any onboard announcements, onboard programs and menus.

PRIVACY STATEMENT

For the purposes of Regulation (EU) 2016/679 of the European Parliament and of the council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), and any associated legislation, RCL Cruises Ltd is a Data Controller. In order to process your booking, we need to collect certain personal details from you. These details will include, where applicable, the names and addresses of party members, credit/debit card or other payment details and special requirements; such as those relating to any disability or medical condition, which may affect the chosen holiday arrangements, dietary restrictions and religious beliefs which you may disclose too us. We may also need to collect other personal details such as your nationality, citizenship, gender and passport details in addition to the details mentioned above. If we need any other personal details, we will inform you before we obtain them from you. We need to pass on your personal details to the companies and organisations that need to know them so that your holiday can be provided (for example your airline, hotel, the ship operator, other supplier, credit/debit card company or bank). We may also be required, either by law or by applicable third parties (such as Immigration Authorities) to disclose your details for various reasons; for example, in the interests of protecting national security. Such disclosure of personal details will only be made if permitted by the Data Protection Act 2018 or General Data Protection Regulation (as applicable) and any associated legislation. Such companies, organisations and third parties may be outside the European Union, Norway, Iceland or Liechtenstein if your holiday is to take place or to involve suppliers outside these countries. We would also like to store and use your personal details for future marketing purposes, (for example sending you a brochure or details of a promotion). All details you give us in connection with your booking (including those relating to any disability or medical condition or your religious beliefs) will be kept confidential. However, we will use only names and contact details for marketing purposes. You can write to the Marketing Department at RCL Cruises Ltd if you wish to not receive marketing and promotional material from us. We are entitled to assume you do not object to our doing any of the things mentioned in this statement unless you tell us otherwise in writing. Except where expressly permitted by the Data Protection Act 1998 or the General Data Protection Regulation (as applicable) and any associated legislation, we will only deal with the personal details you give us as set out above unless you agree otherwise. We have appropriate security measures in place to protect this information. You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We promise to respond in most cases to your request within a month of receiving your written request and in some cases may be permitted to charge a fee. In certain limited circumstances, we are entitled to refuse your request. If you believe that any of your personal details, which we are processing, are inaccurate or incorrect please contact us immediately. Enquiries should be sent to Customer Relations Department, Email: customerrelationsuk@celebritycruises.com.

CCTV (Closed Circuit Television)

We use CCTV to monitor images on all Celebrity Cruises® ships for the purpose of crime prevention and the safety of our guests. We store these images for a short time in case they are needed by investigative authorities. For further information please contact Celebrity Cruises. Company Information Celebrity Cruises Inc. doing business as Celebrity Cruises is a subsidiary of Royal Caribbean Cruises Ltd, a registered Liberian company with principal place of business at 1050 Caribbean Way, Miami, Florida, (company Number C-59735). RCL Cruises Ltd is an English company with its registered office address at 7 The Heights, Brooklands, Weybridge, Surrey KT13 0XW (company Number 07366612). The General Information & Booking Conditions apply to both on-line and telephone bookings. The current Celebrity Cruises brochure contains all available standard cruise only and fly cruise packages as of this date and replaces all previous editions whilst the website https://www.celebritycruises.com/no always contains the most up to date cruise only and fly cruise products available. We make every effort to ensure the content contained in our brochures and on our website is accurate. While every effort is made to ensure the accuracy of both our brochure and our website content, regrettably errors do occasionally occur from time to time, and information contained in our brochures may have changed since printing. Where there is a price error, we will advise you and give you the opportunity to either pay the correct price or cancel your booking. Celebrity Cruises®, AquaClass®, Celebrity Select Dining, Celebrity Escapes, CelebrityLife, Apex℠, Constellation®, Eclipse®, Edge®, Equinox℠, Flora®, Hot Glass Show, iLounge, Infinity®, Millennium®, Michael's Club, Qsine®, Reflection®, SeaPass, Silhouette®, Solstice®, Summit®, Xpedition are trade/service/registered marks of Celebrity Cruises® Inc.Ships registered in Malta and Ecuador. At Celebrity Cruises®, we pride ourselves on the quality of our staff. We may record calls to our call centre for quality and training purposes.

The minimum drinking age for all alcoholic beverages on Celebrity Cruises ships depends on the location of the ship at the start of the cruise itinerary but can change during the sailing as local laws require. For ships originating in Europe, Asia, Australia and South America the minimum drinking age limit is eighteen (18). For ships originating in North America, the minimum drinking age is twenty-one (21). We reserve the right to vary minimum age limits without notice where local laws require or where we deem it desirable or necessary. If a guest that is below the minimum age limit to consume alcohol onboard has a birthday during a cruise itinerary that would then mean they meet the minimum age limit for consuming alcohol, they must notify the Guest Services Desk and provide evidence in the form of their passport as proof of age in order to allow the Guest Services Desk to update their details and permit them to purchase alcohol onboard. Please note that within the territorial waters of some countries on your itinerary or based on your embarkation port, the onboard shops may be closed or alternatively restrictions may be imposed on some items available for purchase or additional VAT added dependent on that country's VAT rules. Restrictions apply and this policy is subject to change without notice. Guests are allowed to bring aboard, on embarkation day only, 1 bottle (75cl) of wine or champagne per person for consumption within their stateroom. When consumed in any shipboard restaurant, bar or dining venue, a corkage fee of $25 applies per bottle. Alcoholic beverages that are purchased in ports of call or from onboard shops will be stored by the ship and delivered to guest staterooms on the last day of the sailing. Security may inspect containers (water bottles, soda bottles, mouthwash, luggage etc.) and will dispose of containers holding alcohol. Celebrity Cruises Guest Conduct Policy may be enforced, up to and including disembarkation, if a guest violates any alcohol policy.

Guests under the age limits above will not have alcohol returned to them. Guests who violate any alcohol policies, (over consume, provide alcohol to people under stated age above, demonstrate irresponsible behaviour, or attempt to conceal alcoholic items at security and or luggage check points or any other time), may be disembarked or not allowed to board, at their own expense, in accordance with our Guest Conduct Policy. Celebrity Cruises reserves the right to revoke or otherwise restrict drinking privileges of any guest, regardless of age. Additional policies for groups are located in the Appendices of the Travel Agent Guide and are enforced without exception. Applicable regulatory age restrictions apply while the ship is in port and until the vessel enters International waters.

** FOR TRAVEL AGENTS ONLY **Celebrity Central www.celebritycentral.co.uk is our easy to use travel agent website. It is a central source of information for Celebrity Cruises®, which provides you with tools to market and sell cruises with ease and professionalism.

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